

DOUBLEJOHN ASSOCIATES
PAUL J. GLAVEY

July 12, 2006

Alicia C. Matthews
Director
Cable Television Division
DTE
1 South Station
Boston, MA 02110

Dear Ms. Matthews:

I write to support your efforts to streamline the cable franchise process in Massachusetts through the proposed rulemaking CTV 06-1. State legislatures and public utility commissions across the country are responding to consumer frustration over ever-increasing cable bills and sub-par customer service by adopting statewide video franchise reform that will allow new entrants to bring consumers and business owners real choice and competition in the cable TV market. I've watched as these states then benefit from millions of dollars of investment from telecom providers in the latest voice, video and data technology. Even lawmakers at the federal level are taking notice and are working towards a federal solution. And in the mean time, Massachusetts consumers are stuck paying the same old prices for the same old service, and our state is missing out on valuable investment opportunities.

As a small business owner, I see the extraordinary potential for businesses like mine to reach a higher economic and service performance level if we too are given the opportunity to benefit from competition and choice. Competition in the TV entertainment market would force providers to continually upgrade technology to offer a cost-efficient tool for everyday interoffice use and offer access to new business technology applications with the capabilities to help us better serve our customers. By updating the existing franchise process to speed the arduous, city-by-city route for new video service providers, we would hasten the arrival of competition in Massachusetts, along with myriad benefits for consumers and businesses.

Right now, telecoms are attempting to negotiate and build a competitive video service network in cities across Massachusetts. They have been successful in obtaining local franchise agreements in a few cities, but according to a June 15 story in the *Boston Globe*, Maribel Lopez, vice president of Forrester Research said that at this rate it will be years before telecoms can pose a real threat to cable. Until new providers have the ability to enter our market and bring real competition to the cable companies, Massachusetts customers and small businesses will continue to suffer high-prices and a lack of real options.

U.S. legislators, state lawmakers, consumers and small businesses alike know that video competition would bring lower prices, better service and investment in innovative technology. As a small business owner I ask you to please consider the benefits that an expedited video franchise process would offer Massachusetts' small businesses and consumers.

Sincerely,

Paul J. Glavey
Owner / Principal
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